

## ***Welcome to the Customer Service Division***

### ***For the Clermont County Water Resources Department.***

Our team, consist of five Customer Service Representative's with a combined total of 35 years of experience solely contributed to the Water Resources, Customer Service Department. We support nearly 43,000 customers which include a combination of households, commercial and industrial establishments throughout Clermont County, Ohio.

Our knowledgeable team is looking forward to serving you with any questions or suggestions you may have pertaining to water, sewer, irrigation systems, billing or general Customer Service inquiries.



This Customer Service Department takes pride in providing exceptional, **centralized** service to our customers. In addition to direct and indirect customer contact through our physical office and telephone service, here are some of the “behind the scenes” functions that our office is responsible for:

- Maintaining account data within the system
- Meter Reading
- Generating bi-monthly bills
- Reporting meter maintenance and service requests for over 41,000 water meters
- Bill collection efforts as pertains to shut off of services, certification to delinquencies
- Service work orders and other general customer service inquiries.



Our Customer Service Representatives also acts as liaisons between the Customer Service Department and other County Departments. This includes working with other local resources to



increase customer resolutions and to strengthen our partnerships in our communities. With this in mind, it increases our opportunity to successfully satisfy our customers, who are very important to us.

Our goal in Customer Service is to be accessible and responsive in an efficient and timely manner. Our team strives to communicate with courtesy and respect to our customer's needs. We aim to use our resources, manpower, time, space, material and funds in the most efficient and effective manner to benefit our customers, community, preserve our water supplies and help keep rate increases at a minimum. Each employee in Customer Service acts as an advocate for the customer in maximizing your service experience.

Some recent enhancements to our Department include:

- An office constructed to operate efficiently with “Going Green” in mind. Other than Customer Service Department, this building is also home to our other core services which include Water and Wastewater Operations, Engineering, Enviromental Quality and Storm Water Management all for a “one-stop” convenient experience.
- A drive through night deposit box for your convenience in case you are unable to make it here to our office during our normal business hours of Monday – Friday 8:00 A.M. To 4:30 P.M.
- The development of an exclusive web site for the Customer Service Department. Our web site address is [wrd.clermontcountyohio.gov](http://wrd.clermontcountyohio.gov) Upon access to our website, you have the opportunity of participating in “Going Green” by signing up to receive your bill electronically which will replace your current paper bill and place it directly at your fingertips to the email address you provide.



- We have also updated our Utility Billing program which supplies individuals with more information on their bill detail which includes a chart of consumption to easily monitor your water usage.



We look forward to assisting our customers and we want you to be assured, that we will continue to work, educate and act on ways to continue improving every aspect of customer service.